

# Customer Complaints Procedure

If you are unhappy with the standard of service you received and if the issue cannot be resolved to your satisfaction with the staff member or section you have been dealing with, you can make a formal complaint in writing to the Customer Service Officer by emailing [customerservice@oireachtas.ie](mailto:customerservice@oireachtas.ie).

## What information should you provide in order to progress your complaint?

To progress the examination of your complaint, please provide, in writing, the following details:

- Your name, address or e-mail address and contact telephone number
- A clear explanation of the issue that you were dissatisfied with
- The name of the official or the section you dealt with

and send it to:

### Customer Service Officer

Houses of the Oireachtas Service  
Leinster House  
Kildare Street  
Dublin 2,  
D02 XR20  
(+353) 1 6183000 or (+353) 76 1001700

### email

[customerservice@oireachtas.ie](mailto:customerservice@oireachtas.ie)

## The Service's Commitments when dealing with Formal Complaints

- We will acknowledge all complaints within five working days
- We will examine all complaints and issue a reply to your complaint within 20 working days or, where this is not possible, an interim reply will issue explaining the position and advising when a substantive response will issue
- All complaints will be treated promptly, fairly, impartially and in confidence

## Can you seek a review?

If you are not satisfied with how your complaint has been dealt with you may request a full review of our handling of the matter. The review will be conducted by a Senior Manager from another business unit in the Service who is independent of the matter being complained of. The deadlines for responding to reviews will be the same as those for formal complaints, as outlined above.